Grievance Procedures and Due Process Information

Concerns/due process/grievances: Employees of Triangular Processing may share concerns with their supervisor (VHP), the production supervisor or the Director. Staff will assist clients with making a formal written complaint upon request.

The Administrative Resolution of Complaints process is available for problem resolution. Times when it may be appropriate include, but are not limited to, eligibility determination, arranging appropriate services or any denial, reduction, termination or change of services. Any written complaint will be handled in accordance with the Administrative Resolution of Complaints procedure. The procedure is available upon request from your SSA or TP Director. If you receive waiver services, you have Medicaid due process rights if your services are changed. You can receive a copy of these rights from your SSA or the TP Director.